SERVICE DEPARTMENT BULLETIN

BULLETIN #91252

GENERAL CLASSIFICATION: Super NES Control Deck Repair
SPECIFIC SUBJECT: Television Incompatibility

Two television incompatibilities have been identified with early production Super NES Control Decks. The first incompatibility is a television screen "bounce" or loss of vertical sync. A very small percentage of older televisions (Zenith, GE, Montgomery Ward, Sears - LXI, and Sylvania brands) generate their own synchronization signal if no field 2 identifier is detected. The non-interlaced mode generated by the PPU does not generate this identifier; only field 1 is generated, causing the above mentioned incompatibility. The second incompatibility is a black and white display at power up: often the screen will change to color after a short period of time. This symptom occurs with Samsung and Symphonic television brands.

For customers experiencing either of these incompatibilities, Nintendo has made available factory updated CPU PCB Assemblies (Part No. 23700) for exchange purposes. The CPU PCB removed from the customer's Control Deck must be returned to Nintendo to receive warranty reimbursement for this repair.

Repair Action

In warranty/Out of warranty - Exchange the CPU-PCB and submit warranty claim form to Nintendo. No proof of purchase is required. Mark the claim form "Special Warranty" service bulletin #91252.

Note: This bulletin applies only to the original model Super NES Control Decks.